Hub Insights Glossary

Families	The number of families participating in the hub, as recorded in the 'Referrals' section of Hub Portal. Each family is counted once in a year. See Demographic Referrals below.
Partners	This is the number of external organisations the hub has worked with to provide services to hub or school families, as recorded in the 'Calendar' section of Hub Portal. See Activities below.
Service referrals	Referrals made by the hub to connect families with services outside the hub or school, as recorded in the 'Referrals' section of Hub Portal. See Service Referrals below.
Volunteers	The number of volunteers participating in the hub, as recorded in the 'Referrals' section of Hub Portal. Each volunteer is counted once in a year. See Demographic Referrals below.

Activities	Collected in the 'Calendar' section of Hub Portal, activities are run in the hub, connecting hub families to services and providers.	
Program categories	When recording attendances against activities in Hub Portal, hub leaders select from the eight following program categories.	
	Children's language and literacy	Increases school readiness of children, provides an opportunity for children with low English skills to develop their language before starting school, and provides early learning opportunities to develop literacy skills. This category includes programs such as transition to school/school readiness, Let's Read, Toy Library, Sing&Grow, Talk and Learn, Young Warbles, Little Champs Playgroup, and Craft and Story Time.
	Co facilitated school event	These activities are run at the school with help from the hub and involve the broader school community. Previous activities like breakfast clubs, homework clubs or excursions and assemblies that were recorded under other program areas, are now recorded under co facilitated school event. Other activities could include learning clubs or one-off school events like school carnivals or celebration days such as Harmony Day.
	English	These activities build English skills that support people to build their confidence, knowledge and skills and feel part of their community and Australian society. Most participants in English classes are mothers with preschool aged children. This category includes programs such as conversation classes, mother and child English groups, and English for employment or citizenship.

Hub Insights Glossary

Activities (continued)	Collected in the 'Calendar' section of Hub Portal, activities are run in the hub, connecting hub families to services and providers.	
Program categories (continued)	When recording attendances against activities in Hub Portal, hub leaders select from the eight following program categories.	
	Formal training	Formal training activities are delivered by a trained/qualified teacher where participants undertaking the training receive an accredited qualification and/or certificate. These activities build on a participant's skillset and can lead to paid or volunteering opportunities in the future. Examples of activities include computer classes, first aid courses, and Cert III in Education Support.
	Informal training	Informal training includes parent workshops that build parent capacity and can increase early learning opportunities in the home. This includes information sessions and non-accredited programs. There are clear benefits to children from increased skills and education of parents, and, as identified in the Deloitte SROI evaluation, benefits to the school with a more engaged parent body.
	Healthy lifestyle	These activities support families in building healthy habits which, in turn, can support children to develop and learn. This can include information sessions on healthy eating at home and building a healthy lunchbox for school, or identification of health support such as the importance of regular dental health checks. Physical and mental health activity programs including Zumba, fitness and walking groups, healthy eating/cooking groups, child and family health programs, are a regular inclusion on hub timetables.
	Parent engagement	Parent engagement activities provide opportunities for individuals and families to connect with each other in a social environment to build friendships and a sense of belonging in their local community. Activities include coffee & chat sessions, parent morning/ afternoon teas, hub drop-in sessions to seek information or advice, art/ craft/ knitting groups, gardening groups.
	Playgroups and early years	Playgroup activities are a vital early learning opportunity for children to develop necessary skills for school and also build capacity of parents to offer these opportunities at home. Importantly, they allow for early identification and response to any child's needs or concerns. Activities include CALD (Culturally and Linguistically Diverse) playgroups, playgroup excursions, speech-focused playgroups, early years programs and transition to school programs. three-year-old activity and transition to mainstream activity groups, and project and play and learn programs.

Hub Insights Glossary

Activities (continued)	Collected in the 'Calendar' section of Hub Portal, activities are run in the hub, connecting hub families to services and providers.
Activity Name	The name of the activity that the hub leader enters into the 'Calendar' section of Hub Portal. The activity name explains the purpose of the program.
Adult Attendances	The number of adult attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal.
Child Attendances	The number of child attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal.
Description	The description of the activity that the hub leader enters into the 'Calendar' section of Hub Portal. The description may include the location of the program, the target audience or any additional comments.
External Volunteer Attendances	The number of external volunteer attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal. External volunteers are volunteers who are student placements or individuals from the community.
Hub Volunteer Attendances	The number of hub volunteer attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal. Hub volunteers are volunteers who are past or present hub participants.
Partner	The name(s) of external organisations the hub has worked with to provide services to hub or school families that the hub leader has recorded contributing to an activity.
School Volunteer Attendances	The number of school volunteer attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal. School volunteers are volunteers who are families from the school, student teachers or teachers (who are not hub participants).
Sessions/Session Count	Total number of sessions that take place for a given activity or program category.
Total Attendances	The number of total adult and child attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal.
Volunteer Attendances	The number of total external, hub, and school volunteer attendances at an activity, as recorded by the hub leader into the 'Calendar' section of Hub Portal.

Demographic Referrals	Collected in the 'Referrals' section of Hub Portal, Demographic Referrals capture the number of families, the number of volunteers, and the jobs gained by the hub. The following are the Demographic Referral Categories.
Families	The number of families participating in the hub. Each family is counted once in a year.
Jobs Gained	The number of jobs secured by individuals because of their connection with the hub. This means the person might have attended a program, volunteered or participated in an employment program through the hub which led them to finding work. Employment may be within the hub, school or an external organisation and may be on a casual, part time or full-time basis.
Volunteers	The number of volunteers participating in the hub. Each volunteer is counted once in a year.

Hub Insights Glossary

Service Referrals	Collected in the 'Referrals' section of Hub Portal, Service Referrals are made by the hub to connect families with services outside the hub or school. The following are the Service Referral Categories.
Accommodation	Connecting a family with a local real estate agent, housing, or short-term accommodation.
AMEP English	Supporting an individual to access the Adult Migrant English Program (AMEP).
Community Health Services	Connecting a family with allied health care e.g., dentist, occupational or speech therapist.
Domestic and Family Violence	Connecting a family with a support service, counselling, or referral to a refuge.
Early Intervention	Service or organisation that can assist a family to access services for their child or themselves at the very early stages of an identified concern. For example, developmental delay, disability, depression, behavioural issues, etc.
Education and Training	Supporting an individual to access an education and training provider for further study, placement or employment.
Emergency Aid	Food donations, medical support, clothing, furniture, etc. Often made in times of crisis.
External volunteering	Supporting an individual to access external volunteering opportunities such as a volunteering role in an aged care facility or an opportunity store.
Family support	Counselling, therapy, grievance support.
Financial Counselling	Provides families with advice and support about budgeting, maintaining financial independence and where to seek relevant support when needed.
GP/Doctors	Medical support and assistance.
Maternal and Child Health	Early years referrals for advice, assessments, immunisations and the like.
Migrant Resource Settlement	Migration support, referring to settlement and case workers.
Other	Anything that cannot be captured using the other referral categories.
Preschool	Supporting families with their preschool aged children to gain access to preschool, kindergarten, Montessori, etc.
One-off Events	Collected in the 'Referrals' section of Hub Portal, One-off Events is a way for hub leaders to record activities which happen in a week which are not activities in the hub or co-facilitated by the hub. This counts the number of events attended by the hub leader, not the number of people who attended the events or meetings. The following are the One-off Event Categories.
Community events	Expos, family fun days, community fairs or fetes, International Women's Day events, cultural events in the local community.
School Events	This could be religious or culturally based events where the hub leader might be involved in event planning and coordination. Examples include a sports event, end of year school concert, celebration days.
Network meetings	These include hub leader LGA network meetings, local council meetings, local community of practice events and professional development.
Meetings	School meetings with leadership, meetings with hub parents as a bilingual facilitator or support person.